

26th July 2023

- Co-Productional Fundamentals
- Engagement Plan Service Development
- Visiting in Care Homes : Call for evidence
- Open Floor including updates

Co-production fundamentals

Making it work,
for everyone.

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What we'll cover

- The meaning of co-production
- Nice idea in theory: challenges and barriers
- Top tips: making co-production work

What is co-production?

‘a way of working, whereby everybody works together on an equal basis to create a service or come to a decision which works for them all’ (**Think Local Act Personal**)

Related terms: Personalised, person-centred, strengths-based, working together, co-creation, user-led

*‘When an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered’. (**Care Act 2014 statutory guidance**)*

‘...recognising that everyone has an important contribution to make to improve quality of life for people and communities. It is built on the principle that those who use a service are best placed to help design it’ (**Hampshire County Council**)

Nice idea in theory...

2023 Social Care Institute for Excellence (SCIE) survey identified:

- Concerns that co-production isn't always inclusive, not all communities are involved
- Senior leaders had a better knowledge of co-production (95%) than those working in direct care delivery (41%)
- Time, organisational culture, cost and communication reported as key barriers for social care staff
- Co-production can be seen as a 'box ticking exercise'



Top tips: Making it work

- Clearly communicate reason for involvement and define roles and responsibilities
- Inform and train
- Manage expectations about what can realistically be achieved
- Invest enough time and resources - allow for more time than you think you need!
- Identify those that have no voice – be proactive in reaching out to them
- Make it as easy as possible to get involved and contribute



Success in Practice

Peerfest is an annual event that celebrates peer support. It's developed and led by those with lived experience, in partnership with Mind and other organisations. It brings people together to have fun, network and share best practice. It also includes awards for community groups doing excellent work.

Get Yourself Active aims to help people with disabilities be more active, in a way that suits them. Funded by Sport England and led by **Disability Rights UK** (run by disabled people), the programme is committed to embedding co-production across the sport sector to give those with disabilities more control over how physical activity is provided.

“The staff supported people to have the maximum possible choice, control and independence... supporting their aspirations to live a quality life of their choosing” CQC report on **LD Care – Moreton Avenue**, a care home rated as outstanding.

“In the Involvement team, we employ people with a learning disability. They use their experience of healthcare services, to help make our services better. This means people with a learning disability and people without working with each other as equals”

Learning Disability Service, Leeds and York Partnership NHSFT

Are you co-producing?

1. What barriers have you faced (time, training etc.) and how have you overcome these?
2. How can you make sure everyone is represented, not just the familiar voices?
3. Why do you think people might see co-production as a box-ticking exercise?
4. What support is needed to give those with lived experience the confidence to co-produce?
5. Do you have any success stories you could share with us, and other providers?

Share your successes, struggles, and best practice tips:

North Yorkshire Council: HASservicedevlopment@northyorks.gov.uk

City of York Council: asctransformationteam@york.gov.uk

Inspiration and resources

Think Local Act Personal: [Making it Real - In Detail](#)

Coventry Council:

[Getting Involved - Adult Social Care](#)

[The Coventry Way](#)

SCIE:

[Co-production - What and How](#)

[Co-production week 2023 survey](#)

Get Yourself Active: [Embedding co-production in the sports sector](#)

National Survivor User Network: [4pi Involvement Standards Framework](#)

MIND:

[Influence and Participation Toolkit](#)

[Peerfest - Peer Support Event](#)

Hampshire County Council: [Co-production resource](#)

CQC: [CQC website](#)

Learning Disability Service – Leeds and York Partnership NHSFT:

[Learning Disability Service - Co-production](#)

NHS - [Co-production model - Make this happen in reality](#)

Care Act 2014 guidance - [Care and support statutory guidance](#)

Engagement Planning – Service Development Team

Background

Service Development had a number of ways of engaging with the Care Market prior to the Pandemic including specific engagement events, these engagement events covered all topics and were open to all providers working with Health & Adult Services. These Engagement events were on a locality basis completed quarterly and were an in-person event.

Previous reviews of Provider engagement have been undertaken by different Teams within HAS including Quality Improvement Team (2018), and a recent review was also completed by representatives from North Yorkshire Council and Humber & North Yorkshire Integrated Care Board. The most recent review involved an initial survey and sought views from the care market.

The outcome from this survey was to continue with the Care Connected virtual sessions being run jointly by North Yorkshire County Council and NHS Humber and North Yorkshire Integrated Care Board, this will allow providers to come together to hear all relevant updates across both health and social care at the same time and avoid having to attend multiple meetings.



Next Steps

Care Connected gives the care market a single point of contact to hear about recent developments that affect the whole care market in a single virtual forum. Service Development will continue to support these forums, however, there is a necessity to interact with the care market in different ways and so Service Development are reviewing how it interacts with the care market in a more diverse way with different communication methods as opposed to just a virtual forum.

Through the survey results there was a request for smaller more locality based forums and this is the area that Service Development feel requires further discussion to complement Care Connected, and provide further engagement regarding our transformation plans. This will give specific forums for Providers to interact with Service Development around its plans for the future outside of the Market Position Statement and other published documentation.



Next Steps

The aim is for the Service Development Team to ensure engagement at all levels, including the re-introduction of local surgeries which will be expanded to all service provider types with involvement from Quality & Service Continuity and Contract Management Teams and wider HAS support teams as required (e.g. Finance Teams). This will provide regular surgeries for Providers to raise concerns/issues that they have with how HAS works in general, with the care market, but will also ensure that Providers have a contact person who can support them to engage with the HAS.

Next Steps

Explore further the re-introduction of wider Engagement Events/Forums for specific pieces of transformation work which could include but not limited to the following transformation programmes:

- Planning & Performance (Data & Intelligence)
- Cost of Care
- Residential & Nursing Strategy
- Non-regulated care transformation
- Reimagining Homecare
- Communications and stakeholder Engagement
- Supported Living
- Housing solutions

We need a mix of virtual and face to face events to ensure we can engage and capture all the views of Providers. We would use the forums as a consultation tool for innovation, collaboration and market shaping.



Recommendations

- Re-introduce locality based Provider Surgeries, to allow Providers the opportunity for individual discussions around issues they are faced with, this would require involvement from Service Development Team, Quality & Service Continuity and Contract Management Teams and wider HAS support teams as required (e.g. Finance Teams). Potential for 6 surgeries a year in each locality.
- Explore further the re-introduction of Engagement Events/Forums (Transformation Forum) for specific pieces of transformation work. Suggestion is that these forums would focus on the transformation work rather than aiming the engagement at specific types of providers. No specific timetable for frequency as this would be dependent on the transformation work, but suggestion would be to use months that do not contain provider surgeries.
- Create a table of engagement for the financial year to ensure engagement is planned properly with a clear agenda and expected outcomes in advance of the transformation forum. Potential for an Engagement Plan on a Page.
- Review engagement with the ICG, potential for joint engagement with Providers, not just ICG members. The larger national care providers rarely join the relevant local authority market representative group due to the administrative burden.
- Explore the benefit of having a specific forum or drop-in event for proprietors of care providers rather than

Further Development Proposals

- Engagement within HAS particularly with Care & Support – how can Service Development better engage with other HAS staff.
- Engagement with the General Public – how can Service Development better engage on their transformation work more generally.
- identify a strategic lead to champion forums.
- Create a market engagement plan to include the use of provider engagement forums and communications.
- Identify a core group of officers who will drive this agenda forward for the benefit of Service Development.

Visiting in Care Homes Consultation

- DHSC wants to ensure that visiting is protected and that it remains a priority for care home providers – considering mandating
- Seeking the views of those who would be affected by a legislative change, and the most effective way of ensuring that patients and residents can receive visitors whenever it is reasonable and safe
- What are the barriers?
- How effective are the current mechanisms for raising concerns about visiting?
- To what extent do you agree or disagree with amending the CQC regulations to include visiting as a standard which will also include accompanying those attending hospital
- Feedback on unreasonable times for visiting, exceptions, visits out of the care home
- Deadline 16th August <https://www.gov.uk/government/consultations/visiting-in-care-homes-hospitals-and-hospices/visiting-in-care-homes-hospitals-and-hospices>





North Yorkshire and York Care Provider Olympics- Celebrating Physical Activity in Our Sector and Announcing our 2023 Champions

When: Thursday 27 July 3.00-4.00

The 2023 North Yorkshire and York Care Provider Olympics has now concluded and the scores from our competing providers are nearly all in. We're looking forward to celebrating the innovative and inspiring work led by providers across our area to deliver high quality and person-centred activities to those in our care, and announcing our 2023 champions at our Olympic Closing Ceremony on [Thursday 27 July 3.00-4.00](#) to which all are welcome. Our latest [Olympic bulletin](#) shares all the action from our final week of the competition, showcasing the amazing work of teams across our area to support movement and wellbeing for all.

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Introduction to The North-East Business Resilience Centre

The NEBRC is a not for profit, independent, limited company established to help protect and prepare businesses across the North East and Yorkshire and the Humber from online crime and fraud. The organisation is funded by private corporate business, the Home Office and the Police. The aim of the centre is to help businesses to make informed choices on keeping cyber secure, through a free Core Membership package. As part of this free Membership, you will receive a monthly e-newsletter with the latest advice and guidance on cyber security matters, as well as a Welcome Pack which contains information on everything you need to know about the NEBRC. To register for the NEBRC please follow this [link](#).

This [short video](#) highlights the importance to social care organisations of keeping up to date with current cyber threats, challenges to data safety and risks to their organisation.



An Introduction to Living with Dementia- My Life, My Goals

When: Monday 4 September and Monday 9 October 10.00-1.00 at Foxwood Community Centre, York

Beetle Bank Social Farm in York are hosting a pair of workshops open to individuals with early to moderate stage dementia and their care partners. This is designed an introduction to the "Living with Dementia- My Life, My Goals" framework which has been designed by individuals with dementia alongside researchers. The guide is intended to provide:

- Hope that there are ways of managing any difficulties
- Hope that there are solutions to problems
- Hope that you can live a good life with dementia

For more information please follow this [link](#).



Join Us at York Health MELA 2023

When: Sunday 24 September 10am - 5pm at The Artists Garden (at the rear of The Art Gallery), York

Mela means 'meeting' or 'gathering' in Hindi. The event is traditionally based around Pakistani, Bengali, Indian and other South Asian cultures and has been running in other major cities for decades in the UK.

The ICB with wider partners across the system is planning the first ever Health Mela in York, which will have a focus on health and how we can tackle health inequalities for our marginalised population in York and surrounding areas. The Mela is a multi-cultural event and we want to include as many communities to make the event as wide and diverse as possible. The event will include represented from York and Scarborough Trust, Nimbuscare, City of York Council and York CVS among other local partners. We are reaching out to groups and organisations who may be interested in performing traditional dances, singing, playing musical instruments etc at the Health Mela or having a traditional food outlet to sell food at the event. We are also encouraging NHS colleagues and wider colleagues to participate, we are looking for:

- Volunteers: to support the events with tasks allocated on the day (you do not have to commit to the whole day)
- Acts/performance/talents: if you would like to get involved and showcase your talent or now someone with a talent please let me know.

Everyone is welcome, so please come along, it would be lovely to see you there. To find out more please contact m.janik1@nhs.net





Whitby Welcome Wednesdays

When: Every Wednesday 1.00-3.00 at Whitby Coliseum.

Dementia Forward host Whitby Welcome Wednesdays, which are a great opportunity chance for people who live with dementia or mild cognitive impairments and their carers to meet up with others, create new friendships and enjoy activities, food and refreshments. A timetable of upcoming events taking place in the coming weeks can be found through this [link](#), which includes virtual walks around local beauty spots, an interactive session with the Sleights Acoustic Guitar Group, and a session focused on hobbies. For more information please contact: info@dementiaforward.org.uk




Workforce Opportunity

Adult Social Care Nurse Leadership Programme- NY+Y

Skills for Care has developed this programme to support registered nurses working in social care (who are in a leadership role) develop their leadership practice and enhance their personal and professional impact when managing teams. The programme is made up of five interactive workshops covering a range of leadership concepts and theories. These will enable participants to develop the required knowledge and skills to enhance their leadership practice when working across complex and often challenging systems. There will be presentations, discussions, and exercises to take part in, including 360 appraisals and work-based projects to embed learning and further support the development of leadership and management skills. We're offering 20 funded places to organisations based in York and North Yorkshire as well as a backfill payment of £1000 per participant to employers.

Further information including how to apply can be found through this [link](#). The deadline for applications is **Monday 21 August**.



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York and North Yorkshire

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We're offering 20 funded places to organisations based in York and North Yorkshire as well as a backfill payment of £1000 per participant to employers for those who complete the:

- Nurse Leadership Programme
- Additional NMC approved [Practice Education and Assessor E-Learning Programme](#) (8 hours of self directed study).

Who is this programme for?

- Registered nurses in leadership roles (for a minimum of one year) such as head of care, team leader, care co-ordinator, registered manager or deputy manager with a clinical lead.

If selected for this programme participants may wish to use the completion of the programme towards their revalidation with the NMC.

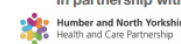
When are the workshops?

Workshop	Date	Time	Location
Day 1	13 September 2023	09:00 - 16:30	Radisson York, North St, York YO1 6JF
Day 2	11 October 2023	09:00 - 16:30	
Day 3	14 November 2023	09:00 - 16:30	
Day 4	13 December 2023	09:00 - 16:30	
Day 5	31 January 2024	09:30 - 14:00	

How to apply:

You must complete the expression of interest form and all applications must be completed by **Monday 21 August 2023**.

[Apply now](#)

In partnership with

Humber and North Yorkshire
Health and Care Partnership



Workforce Data Update

New data, released by Skills for Care, shows that between 2022 - 2023, an additional 20,000 new roles were filled in the adult social care workforce. The research also shows the job vacancy rate decreased to 9.9% compared with 10.6% in the previous year. International recruitment is also on the rise in the care sector, with around 70,000 people recruited from abroad into direct care provision roles. This increased level of recruitment has contributed to the rate of new starters across the sector rising from 32% to 34%.to find out more [click here](#)

Guidance and Information

The Department for Work and Pensions and Department of Health and Social Care have published [a consultation on ways to increase uptake of Occupational Health provision](#). Employers will be encouraged to take up Occupational Health offers to help employees access mental and physical health support at work, particularly for those working in small and medium-sized enterprises.

The proposals include introducing a national “health at work” standard for all employers to provide a baseline for quality Occupational Health provision, which includes guidance, an option to pursue accreditation, and additional government support services. [The consultation also seeks views on developing longer-term workforce capacity to help meet any increased demand for Occupational Health services in the future](#).

[NICE](#) (the National Institute for Health and Care Excellence) published guidance on supporting adult carers in 2020. This advice remains relevant and timely today.

The guidance seeks to improve the lives of carers, and the cared for, by helping care colleagues identify needs and, then, signpost to services and resources which can help them to live and care well.



Guidance & Information

Local Transport Plan

Below there is a link to an initial stakeholder engagement survey which we'd be grateful if you could complete. We want to know what you think about transport. This includes public transport, walking and cycling, roads, taxis and trains. We are also interested in your views on digital connectivity (reducing the need to travel) information products like timetables and apps and services like car clubs, and ebikes. We also want to know what you think about the transport network, and the services North Yorkshire Council provide related to that. Online survey link: <https://consult.northyorks.gov.uk/snapwebhost/s.asp?k=168813360389>
The survey is open now and closes on 11 August.

Healthcare Provider Selection Regime Consultation: This consultation sought views to help develop the regulations for the proposed Provider Selection Regime (RSR) and was supplementary to [NHS England's earlier consultation](#) on proposals previously set out for the PSR.

This supplementary consultation opened on 21 February 2022 and closed on 28 March 2022. In total, it received 124 responses – of these, 68% were from organisations and 32% were from individuals. We also received letters sent to us directly from 2 organisations. To read the full consultation [click here](#)



Capacity Tracker

Stars for completion rate within the mandate window

CYC: Care Home 91.98% Dom Care: 100%

NYC: Care Homes 96.94% Dom Care: 90.57%

Well done to all that contributed!

Do you need additional support? For Capacity Tracker Provider Training Sessions are available - see [here](#) - and remember to share these with colleagues who are also welcome to join our sessions!

System Refinements

- **Vaccination (Provider Update Page):** The red asterisk (*) will soon be removed from 'Number known to have received a full primary course of COVID vaccination' question on the Provider Update page, as Covid vaccination questions are no longer part of the mandated collection.
- **Provider Contact Directory:** Changes will soon be made to the Contact Directory page.
- **Occupancy Report:** The 'Last Updated' toggle will soon be re-added to the report when the current date is selected.
- **New Icon:** The Capacity Tracker will soon display a helpful 'Loading' image

For further details, please click [here](#).



CQC Webinar



New regulatory approach and provider portal roll out webinar

In the webinar, CQC will update you on when they are planning to introduce their new regulatory approach and provider portal and how they will roll these out to all health and social care providers.

This one-hour webinar will be an opportunity for providers and professionals who work in health and social care services, organisations who represent them and other stakeholders to hear the latest updates about our new regulatory approach.

The webinar will be led by Chris Day, our Director of Engagement and Amanda Hutchinson, our Head of Regulatory Change. It will take place on **Wednesday 2 August, 11am – 12pm**.

There will be a presentation and time to answer your questions from our live chat. **Registering your place** Click 'reserve a spot' on this [Eventbrite page](#) and fill out the registration form. Registrations will close at 9am on Wednesday 2 August. We will not be able to accept new registrations after this time.

CQC are also seeking views by 1st August [Add new idea | Environmental sustainability in our new single assessment framework \(citizenlab.co\)](#)





COVID Testing for Individuals Discharged to Care Homes

We're sharing a reminder that there is still an expectation as per national guidance that individuals being discharged into a care home from hospital should have an LFD test completed within the 48 hours prior to discharge. The relevant excerpt from guidance can be found below.

Individuals being discharged from hospital into a care home should be tested with a COVID-19 LFD test within 48 hours before planned discharge. This test should be provided and done by the hospital. The result of the test should be shared with the individual and their key relatives or advocate. The relevant care should be provided within the hospital before the discharge takes place. Evidence of a negative LFD test result should be communicated by hospitals to care homes in writing within the usual communications provided at the time of discharging a patient to a care home. Individuals who test positive for COVID-19 can be admitted to the care home if the home is satisfied they can be cared for safely. Individuals who are admitted with a positive test result should be kept away from other residents on arrival and should follow the guidance on [care home residents who test positive for COVID-19](#). The period individuals should stay away from others is from the day after the positive test and does not restart when the individual is admitted into the care home. If the individual has already tested positive before the planned discharge, they do not need to test again if they continue to have symptoms of a respiratory infection and feel unwell or have a high temperature.

Where providers experience any issues around this we would encourage you to escalate through their usual routes the discharging ward, and to the ICB if still not resolved.





IPC Bulletin: To Dip or Not to Dip? UTIs in Those Over 65 years OR Catheterised Adults

The Community Infection Prevention Team have produced their [latest bulletin](#) covering whether to use dipsticks to aid diagnosis of a urinary tract infection (UTI).

Whilst this test has some diagnostic value in those who are aged under 65, it becomes more unreliable when the resident is over 65 years of age. In fact, residents over 65 years of age are more likely to have bacteria present in their urine which is not causing any infection. This is called asymptomatic bacteriuria. By 80 years of age, half of older adults in care, and most with a urinary catheter, will have bacteria in their bladder/urine, but not have a UTI. The bacteria in the bladder produce an enzyme which turns nitrates into nitrites which shows as positive on the dipstick. The positive dipstick result happens if the person has a UTI and if they have asymptomatic bacteriuria so does not help you diagnose a UTI if the person is over 65 or if they have a catheter.



Registered Manager Legacy Nurse Opportunity

Pay Grade: M (£42,503-£46,549)

12 Month Fixed Term Contract

Hours: Up to 37 hours per week, applications welcome for part time hours with opportunities to job share

Do you want a rewarding opportunity that makes the most of your experience?

Do you want to inspire and support the next generation of Registered Managers?

If so, Humber and North Yorkshire Health and Care Partnerships' Registered Manager Legacy nurse role may be of interest to you. As part of a wider package of support we want to deliver to support Registered Managers across York and North Yorkshire, the Legacy Mentorship programme is a 12 month temporarily funded pilot project by Health Education England (HEE). This will enable Registered Managers to access 1:1 coaching and mentoring support, which should enhance current practice, develop confidence and competence and enable retention in a difficult market.

To find out more about this opportunity please follow this [link](#). The closing date for expressions of interest is **Friday 28 July**.



Dates for Your Diary

- Thursday 27 July 2.00-4.00- [Queens Nursing Institute Infection Prevention Control Champions Network.](#)
- Thursday 27 July 3.00-4.00- North Yorkshire and York Care Provider Olympics Closing Ceremony
- Tuesday 22 August 1.00-4.00- [BD Bodyguard Syringe Driver Training \(Vale of York Providers\)](#)

Open Floor

- Updates
- Good news stories
- Questions
- Suggestion for Care Connected T/O



let's talk

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Key Contacts – North Yorkshire Council

North Yorkshire Council website [Home | North Yorkshire Council](#)

Dedicated email address for care providers: SocialServices.Contractingunit@northyorks.gov.uk

Quality Team: HASQuality@northyorks.gov.uk

North Yorkshire Partnership website: [Care Connected | North Yorkshire Partnerships \(nypartnerships.org.uk\)](http://CareConnected|NorthYorkshirePartnerships(nypartnerships.org.uk))

NYC Approved Provider Lists for Adult Social Care – FAQs, Webinars can be found [here](#)

Public Health dph@northyorks.gov.uk

Service Development: HASservicedevelopment@northyorks.gov.uk

Jo Holland - joanne.holland@northyorks.gov.uk

Training available NYC, PHE & NYSAB:

<https://safeguardingadults.co.uk/> & <https://www.nypartnerships.org.uk/phtraining>

Workforce

Make Care Matter www.makecarematter.co.uk



Key Contacts and Information – City of York Council

City York Council website - <https://www.york.gov.uk/AdultSocialCare>

Dedicated email address for care providers:

Commissioning and Contracts: AllAgeCommissioning@york.gov.uk - If you require further assistance, please contact All Age Commissioning on Tel: 01904 55 4661

Transformation and Service Improvement: asctransformationteam@york.gov.uk

<https://www.york.gov.uk/ShapingCare> - NEW! Market Position Statement for all providers to view

City of York Council Individual Provider Bulletin is circulated regularly to providers and as/when there is important information to share.

Key Contacts – Health and Adult Social Care

NHS Humber and North Yorkshire ICB: sam.varo@nhs.net

iCG: John Pattinson johnpattinson@independentcaregroup.co.uk To join the iCG [click here](#)

Heather Bygrave- Relationship Team Manager Immedicare hbygrave@immedicare.co.uk

Dreams Team - dreamsteam@eastriding.gov.uk

Skills for Care: Angela.Thompson@skillsforcare.org website:[Home - Skills for Care](#)

Training available

IPC [Home - Infection Prevention Control](#)

NHS Humber and North Yorkshire ICB- [Training and Development Opportunities](#)

Digital Update Newsletter sign up - [Newsletter Signup - Digital Social Care](#)

Workforce

Skills for Care <https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx>

Department of Health & Social Care <https://www.adultsocialcare.co.uk/home.aspx>

The DHSC social care reform [Homepage](#) -

Workforce wellbeing resource finder: [Wellbeing resource finder](#)

